

## **Appendix 1: Telephone Survey Questionnaires**

### **Telephone Questionnaire**

ASK TO SPEAK WITH <resp >  
Hello, this is \_\_\_\_\_ from Gilmore Research Group. We are working with the  
Washington State Office of Financial Management, or OFM, on a survey to help  
OFM better understand and provide service that its customers want.  
Your name has been randomly selected for this telephone survey among those who  
have some contact with OFM.

I would like to confirm that you have had some type of contact with OFM in the  
past 12 months. Is that correct?

- 51 Yes, have had contact PRESS CODE @int02
- 52 No/Don't know if had contact
- 02 Arrange call-back
- 09 Make appointment
- 19 Wrong number/No longer with organization
- 60 Wants Explanation sheet faxed first

PRESS F7 FOR IF NEEDED STATEMENTS PRESS F1 TO SCROLL AND SELECT ALL OTHER CODES

*IF NOT AVAILABLE, ARRANGE CALL-BACK*

**14:**

**Q2**

By contact, I am including requesting information from OFM, providing information or  
data TO OFM, using OFM publications, or using OFM computerized financial systems  
such as AFRS BASS or BPS. Have you had any of these types of contacts?

( 1/ 153)

Yes.....1 => INT04  
No, had no contact.....3  
Don't know/Refused.....2 => INT04

**15:**

**INT05**

Thank you for your time. I do want to speak with people who have had recent OFM  
contact. Have a good day.

( 1/ 154)

No, had no recent contact.....61 => /END

**16:**

**INT04**

The interview will take about 15 minutes, would this be a convenient time for you? IF NO,  
ASK IF CAN SEND INFORMATION FAX PRESS F7 FOR IF NEEDED STATEMENTS

( 1/ 156)

Yes.....51 D  
02 ARRANGE CALL-BACK.....02 => /NAME  
09 ARRANGE APPOINTMENT.....09 => /NAME  
60 FAX INFORMATION SHEET, THEN CALLBACK.....60 => /FAX

Before we proceed, I would like to assure you that this survey is totally confidential. OFM will not know who has taken part in this survey.

All responses will be combined, and results will be presented to OFM based only on the total of aggregated responses in the study.

IF NEEDED: Responses to some of the questions will be published in an appendix to the report, but any names or other information that could identify someone will be removed.

First of all, which of these OFM product and service areas have you had contact with in the past 12 months?

- 1 The Budget Division of OFM
- 2 The OFM Statewide Accounting Consultants group IF NEEDED: This is the group that produces the state administrative and accounting manual, the CAFR (CAFF-er), provides accounting training, and offers assistance and consulting on accounting issues
- 3 The Statewide Financial Systems group that supports such systems as AFRS, APS ("apps"), TAPS (rhymes with apps), BASS (rhymes with grass), or BPS
- 4 Personal Services Contracting Group
- 5 Or Population and Forecasting Group
- 6 None of the above/Don't know/Refused PRESS CODE @q6

IF NONE OF THE ABOVE, AND IF NEEDED NOT USED, PROBE: Let me just confirm if you use any of these products or services. The state administrative and accounting manual, the CAFR (CAFF-ER), any accounting training, or any OFM assistance or consulting on accounting issues. Have you used any of those in the past 12 months? IF YES, CODE 2, IF NO, CODE 6

18:

Q6

READ 1-5. UP TO 5 ANSWERS. PRESS ENTER TO CONTINUE \$b

SCREEN: First of all, which of these OFM product and service areas have you had contact with in the past 12 months?

( 1/ 159 - 160 - 161 - 162 - 163)

The Budget Division of OFM .....1  
The OFM Statewide Accounting Consultants Group .....2  
The Statewide Financial Systems group .....3  
Personal Services Contracting Group .....4  
Population and Forecasting Group .....5  
None of the above/Don't know/Refused .....6 X

19:

INT06

Thank you for your time. I do want to speak with people who have had recent OFM contact. Have a good day.

( 1/ 164)

NONE OF THE ABOVE/DON'T KNOW/REFUSED .....62 => /END

The following questions ask you to rate OFM on several attributes based on your experiences with them in the last twelve months. Please use a 7 point scale where 1 is the low or bottom of the scale, and 7 is high, or the top of the scale.

Thinking about your experience in the past twelve months. ..

IF NEEDED: By experience, I mean either personal contact or through feedback from others in your <word7 >

1 Continue

PRESS CODE @xq7

**35:**

**Q7A1**

How well does the OFM Budget Division help your <word7 > succeed in carrying out its responsibilities? Would you say, 1, not at all, 7, extremely well, or some number in between?

( 1/ 201)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

**36:**

**Q7A2**

How well does the OFM Statewide Accounting Consultants Group help your <word7 > succeed in carrying out its responsibilities? (Would you say, 1, not at all, 7, extremely well, or some number in between?)

( 1/ 202)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

**37:**

**Q7A3A**

Other than the Budget Division or Accounting Consultants, how well does OFM help your <word7 > succeed in carrying out its responsibilities? (Would you say, 1, not at all, 7, extremely well, or some number in between?)

( 1/ 203)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**38:**

**Q7A3B**

How well does OFM, overall, help your <word7 > succeed in carrying out its responsibilities? Would you say, 1, not at all, 7, extremely well, or some number in between?

( 1/ 204)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**39:**

**Q7B1**

Overall, to what extent is the OFM Budget Division customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 205)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**40:**

**Q7B2**

Overall, to what extent is the OFM Accounting Consultants Group customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 206)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**41:**

**Q7B3A**

Other than Budget or Accounting Consultants, to what extent is OFM customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 207)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**42:**

**Q7B3B**

Overall, to what extent is OFM customer-service oriented? Would you say, 1, not at all customer-service oriented, 7, extremely customer service oriented, or some number in between?

( 1/ 208)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**43:**

**Q7C1**

How useful to you are the OFM instructions for preparing the budget? Would you say, 1, not at all, 7, extremely useful, or some number in between?

( 1/ 209)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

**47:**

**Q7D1**

How would you rate the integrity of the information OFM provides to your <WORD7 >? By integrity, I mean that the information is accurate, objective, trustworthy and credible. Would you say 1, very low, 7 extremely high or some number in between?

( 1/ 213)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

**51:**

**Q7E**

=> +1 if      NOT Q6 =3 ; ASK IF Q6 = SYSTEMS
---

How well does the OFM Statewide Financial Systems Group equip you with the tools YOU need to do your job? Would you say 1, not at all, 7, extremely well, or some number in between?

( 1/ 217)

Not at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely well .....	7
Don't know/Refused .....	8
Not applicable .....	9

**55:**

**Q7G1**

How well does Personal Services Contracting Group meet your needs? Would you say 1, not at all, 7, extremely well, or some number in between?

( 1/ 221)

Not at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely well .....7  
Don't know/Refused .....8  
Not applicable .....9

**59:**

**Q7H**

How would you rate OFM overall for helping you understand the fit between your agency's priorities and the Governor's priorities? Would you say, 1, OFM does not help at all, 7, OFM helps extremely well, or some number in between?

( 1/ 225)

No help at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Helps extremely well .....7  
Don't know/Refused .....8  
Not applicable .....9

**60:**

**Q7H1**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 226 - 228 - 230 - 232 - 234 - 236)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

**61:**

**WORD1**

Wording only

( 1/ 238)

Now, thinking of OFM as a whole, .....1  
.....2



**62:**

**Q7I**

<word1 > Please rate the OFM COMMITMENT to helping your agency succeed. Use a 1 if you feel the commitment is very low, 7 if you feel the commitment is extremely high or any number in between.

( 1/ 239)

Very low .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely high .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**63:**

**Q7I1**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 240 - 242 - 244 - 246 - 248 - 250)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

---

**64:**

**Q7K**

How well does OFM communicate and coordinate operations WITHIN its own agency?  
Would you say, 1, not at all well, 7, extremely well, or some number in between?

( 1/ 252)

Not at all well .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely well .....7  
Don't know/Refused .....8 => Q7K3A  
Not applicable .....9 => Q7K3A

---

**65:**

**Q7KA**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 253 - 255 - 257 - 259 - 261 - 263)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

---

**66:**

**Q7K1**

Please rate the extent to which you feel OFM has IMPROVED the communication and coordination WITHIN OFM within the past 12 months. Use a 1 if you feel there has been no improvement at all, a 7 if there has been an extremely high degree of improvement, or any number in between.

( 1/ 265)

No improvement at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely high improvement .....7  
Don't know/Refused .....8  
Not applicable .....9

**67:**

**Q7K2A**

WERE ANY COMMENTS VOLUNTEERED?

( 1/ 266 - 268 - 270 - 272 - 274 - 276)

Yes, RECORD COMMENTS .....01 O  
No .....02 X

**68:**

**Q7K3**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of or less of to further improve?

( 1/ 278 - 280 - 282 - 284 - 286 - 288)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused .....99 X

**69:**

**Q7K3A**

Did your agency have a supplemental budget proposal this past fall, in 1999?

( 1/ 290)

Yes .....1  
No .....2  
Don't know/Not sure .....3 => SKP8D  
Refused .....4 => SKP8D

**70:**

**Q7K4**

Do you feel that the appeals process for budget decisions has or has not improved over the past several years?

( 1/ 291)

Has improved .....1  
Has not improved .....2  
Don't know/Not sure .....3 => SKP8D  
Refused .....4 => SKP8D

**72:**

**Q7K5**

Do you feel it <word >

( 1/ 293)

Yes.....1  
No .....2  
Don't know/Not sure.....3  
Refused.....4

=> SKP8D

**74:**

**Q7K6**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What <worda > improvement would you like to see?

( 1/ 295 - 297 - 299 - 301 - 303 - 305)

Other(specify).....01 O  
No need for improvement.....02 N  
Do not expect immediate replay/response from appealer.....05 N  
Additional time for appeals process .....10 N  
More access,cooperation in decisions/less secrecy.....15 N  
More/better personal communication.....20 N  
More timely information/feedback .....25 N  
Less political wrangling.....30 N  
Make the process automated,electronic .....35 N  
Simplify the process,the jargon .....40 N  
More/better ecplanation/information.....45 N  
Notify customers before takiin action .....50 N  
Don't know/Not sure .....98 X  
Refused.....99 X

**80:**

**X8A**

The next series of questions deals with your interaction with the OFM Budget Division. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the OFM Budget Division.)

( 1/ 312)

Continue .....1 D

**81:**

**Q8AA**

The context and rationale for OFM Budget decisions is explained to me or my <WORD7 > (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 313)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/refused.....8  
Not applicable .....9

**83:**

**Q8AB**

The OFM Budget Division makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 315)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/refused.....	8
Not applicable .....	9

**84:**

**Q8AB1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 316 - 318 - 320 - 322 - 324 - 326)

Other (specified) .....	01	O
More in touch with agencies .....	05	N
Allow agencies more time to provided information .....	07	N
Don't know/Not sure .....	98	X
Refused .....	99	X

**85:**

**Q8AC**

I am treated fairly by the OFM Budget Division. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 328)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/refused.....	8
Not applicable .....	9

**86:**

**Q8AD**

Budget Division staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 329)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/refused.....	8
Not applicable .....	9

**87:**

**Q8AE**

Budget Division staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 330)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/refused.....	8
Not applicable .....	9

---

**88:**

**Q8AF**

Budget Division staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 331)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/refused.....	8
Not applicable .....	9

---

**89:**

**Q8AG**

Budget Division staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 332)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/refused.....	8
Not applicable .....	9

---

**90:**

**Q8AH**

The OFM Budget Division staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 333)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/refused.....8  
Not applicable .....9

**91:**

**X8B**

The next series of questions deals with your interaction with the Statewide Accounting Consultants Group. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of Statewide Accounting Consultants.)

( 1/ 334)

Continue .....1 D

**92:**

**Q8BA**

The Accounting Consultants Group makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 335)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused.....8  
Not applicable .....9

**93:**

**QBA1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 336 - 338 - 340 - 342 - 344 - 346)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused.....99 X

94:

Q8BB

I can be involved in decisions of the Accounting Consultants Group that affect my job.  
(Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 348)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

95:

Q8BB1

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 349 - 351 - 353 - 355 - 357 - 359)

Other (specify).....	01	O
Allow more input from the agency .....	05	N
More specific procedure .....	10	N
More training .....	45	N
Don't know/Not sure .....	98	X
Refused .....	99	X

96:

Q8BC

I am treated fairly by the Accounting Consultants Group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)C

( 1/ 361)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

**97:**

**Q8BD**

The Accounting Consultants staff are courteous. (Would you say, 1: you don't agree at all,  
7: you agree completely or some number in between?)

( 1/ 362)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**98:**

**Q8BE**

The Accounting Consultants staff listen to me. (Would you say, 1: you don't agree at all, 7:  
you agree completely or some number in between?)

( 1/ 363)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**99:**

**Q8BF**

The Accounting Consultants staff are accessible. (Would you say, 1: you don't agree at all,  
7: you agree completely or some number in between?)

( 1/ 364)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---



**100:**

**Q8BG**

The Accounting Consultants staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 365)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

**101:**

**Q8BH**

The staff of the Accounting Consultants Group are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 366)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

**102:**

**Q8BI**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What additional products or services could the Statewide Accounting Consultants Group provide that would be useful to you?

( 1/ 367 - 369 - 371 - 373 - 375 - 377)

Other (specify).....	01	N
More/better staffing .....	05	N
Improve accounting system/access/support ive/accessible .....	06	N
More/training/better /Eastern WA/general.....	09	N
More/better staffing .....	10	N
More detail handbooks.....	12	N
Internet data wareware .....	20	N
More specific internet idexing.....	21	N
More Internet services that interface .....	22	N
Less political wrangler.....	30	N
IRS definitions.....	35	N
More help/interaction.....	45	N
Other miscellaneous .....	90	N
They have all we need/have done every thing they can.....	96	N
Nothing in particular .....	97	N
Don't know / not sure .....	98	X
Refused.....	99	X

**103:**

**X8C**

The next series of questions deals with your interaction with the Statewide Financial Systems Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Financial Systems Group.)

( 1/ 379)

Continue .....1 D

---

**104:**

**Q8CA**

I can be involved in the decisions of the Financial Systems Group that affect my job. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 380)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**105:**

**Q8CB**

I am treated fairly by the Financial Systems group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 381)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**106:**

**Q8CC**

The Financial Systems Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 382)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**107:**

**Q8CD**

The Financial Systems Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 383)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**108:**

**Q8CE**

The Financial Systems Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 384)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**109:**

**Q8CF**

The Financial Systems Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 385)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**110:**

**Q8CG**

The Financial Systems Group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 386)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**112:**

**X8D**

The next series of questions deals with your interaction with OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Population and Forecasting Group.

( 1/ 388)

Continue .....1 D

---

**113:**

**X8D1**

The next series of questions deals with your interaction with the Population and Forecasting Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Population and Forecasting Group.

( 1/ 389)

Continue .....1 D

---

**114:**

**Q8DA**

I am treated fairly by the Population and Forecasting group of OFM. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 390)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**115:**

**Q8DB**

Population and Forecasting Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 391)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**116:**

**Q8DC**

Population and Forecasting Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 392)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**117:**

**Q8DD**

Population and Forecasting Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 393)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**118:**

**Q8DE**

Population and Forecasting Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 394)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

**119:**

**Q8DF**

The OFM Population and Forecasting group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 395)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

**120:**

**Q8DG**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What additional products or information could the Population and Forecasting Group provide that would be useful to you?

( 1/ 396 - 398 - 400 - 402 - 404 - 406)

Other (specify).....01 N  
More detail/specific forecasting geographically(county,city,unincorporated,  
GMA's,ZIPS,etc,graphics).....02 N  
More detail/specific forecasting with demographicand other subgrouping.....03 N  
More frequent population updates .....04 N  
Provide more information/help on technology (TIGER files,GMS,graphing).....05 N  
Provide more background/simplify explanations on how projections are derived....06 N  
Personnel interaction(listen to us,timely return of information).....07 N  
Publish catalog of products/services/frequency of updates .....08 N  
Provide various formats of data/data books .....09 N  
Comments about forms/clearer/specific .....15 N  
Additional internet products .....20 N  
Other misc.....90 N  
They offer all we need/have done everything they can .....96 N  
Nothing in particular .....97 N  
Don't know / not sure .....98 X  
Refused.....99 X

**121:**

**X8E**

The next series of questions deals with your interaction with Personal Services Contracting Group of OFM. For these questions, please use the 7-point scale again. A 1 means you do NOT agree at all and a 7 means you completely agree. (If you have not had personal experience, please just answer based on what you may know or have heard or your perceptions of the Personal Services Contracting Group and its staff.)

( 1/ 408)

Continue .....1 D

**122:**

**Q8EA**

Personal Services Contracting Group makes decisions in a timely manner. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 409)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

**123:**

**Q8EA1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 410 - 412 - 414 - 416 - 418 - 420)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused .....99 X

**124:**

**Q8EB**

I am treated fairly by Personal Services Contracting Group. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 422)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

**125:**

**Q8EC**

Personal Services Contracting Group staff are courteous. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 423)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**126:**

**Q8ED**

Personal Services Contracting Group staff listen to me. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 424)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---

**127:**

**Q8EE**

Personal Services Contracting Group staff are accessible. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 425)

Don't agree at all .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Agree completely .....7  
Don't know/Refused .....8  
Not applicable .....9

---



**128:**

**Q8EF**

Personal Services Contracting Group staff are responsive. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 426)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

**129:**

**Q8EG**

Personal Services Contracting Group staff are technically knowledgeable. (Would you say, 1: you don't agree at all, 7: you agree completely or some number in between?)

( 1/ 427)

Don't agree at all .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Agree completely .....	7
Don't know/Refused .....	8
Not applicable .....	9

**130:**

**Q8EH**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What additional products or services could the Personal Services Contracting Group provide that would be useful to you?

( 1/ 428 - 430 - 432 - 434 - 436 - 438)

Other (specify).....	01	O
More/better training.....	03	N
More website presence/more types of materials(means to get out info and news).....	04	N
Templates .....	10	N
Federal and state guidelined.....	15	N
More/quicker information .....	20	N
Clearer policy .....	25	N
They offer all we need/have done everything they can .....	96	N
Nothing in particular .....	97	N
Don't know/Not sure .....	98	X
Refused .....	99	X

**131:**

**Q9**

**READ 1-3**

The next series of questions deals with OFM information. OFM provides 3 basic types of information. Which of these 3 basic types do you use?

Do you use.....

( 1/ 440 - 442 - 444)

Policies and Procedures provided by OFM? .....01

Data provided by any group within OFM? .....02

Technical Assistance provided by OFM? .....03

----- .....04

Don't know/Not sure .....04

Refused .....05

**142:**

**X9A**

The next series of questions deals with policies and procedures information...

Would you say that OFM's policies and procedures are....

( 1/ 469)

Continue .....1

**143:**

**Q9AA**

(Would you say that OFM's policies and procedures are....) Understandable? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 470)

Extremely low rating .....1

2 .....2

3 .....3

4 .....4

5 .....5

6 .....6

Very high rating .....7

Don't know/Refused .....8

Not applicable .....9

**144:**

**Q9AB**

(Would you say that OFM's policies and procedures are....) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 471)

Extremely low rating .....1

2 .....2

3 .....3

4 .....4

5 .....5

6 .....6

Very high rating .....7

Don't know/Refused .....8

Not applicable .....9

**145:**

**Q9AC**

(Would you say that OFM's policies and procedures are....) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 472)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**146:**

**Q9AD**

(Would you say that OFM's policies and procedures are....) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 473)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**147:**

**Q9AE**

(Would you say that OFM's policies and procedures are....) In the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 474)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**148:**

**X9B**

The next series of questions deals with data provided by OFM ....  
would you say that data provided by OFM is...

( 1/ 475)

Continue .....1 D

**149:**

**Q9BA**

(would you say that data provided by OFM is..) Understandable? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 476)

Extremely low rating .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Very high rating .....	7
Don't know/Refused .....	8
Not applicable .....	9

**150:**

**Q9BB**

(would you say that data provided by OFM is..) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 477)

Extremely low rating .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Very high rating .....	7
Don't know/Refused .....	8
Not applicable .....	9

**151:**

**Q9BC**

(would you say that data provided by OFM is..) Accurate? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 478)

Extremely low rating .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Very high rating .....	7
Don't know/Refused .....	8
Not applicable .....	9

**152:**

**Q9BD**

(would you say that data provided by OFM is..) Unbiased? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 479)

Extremely low rating .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Very high rating .....	7
Don't know/ Refused .....	8
Not applicable .....	9

---

**153:**

**Q9BE**

(would you say that data provided by OFM is..) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 480)

Extremely low rating .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Very high rating .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**154:**

**Q9BF**

(would you say that data provided by OFM is..) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 481)

Extremely low rating .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Very high rating .....	7
Don't know/Refused .....	8
Not applicable .....	9

---

**155:**

**Q9BG**

(would you say that data provided by OFM is..) in the format I prefer? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 482)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**156:**

**Q9BH**

(would you say that data provided by OFM is..) Credible? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 483)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**157:**

**Q9C**

The next series of questions deals with technical assistance provided by OFM..

Would you say that the technical assistance provided by OFM is...

( 1/ 484)

Continue .....1 D

**158:**

**Q9CA**

(Would you say that the technical assistance provided by OFM is..) Understandable?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 485)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**159:**

**Q9CB**

(Would you say that the technical assistance provided by OFM is..) Useful? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 486)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**160:**

**Q9CC**

(Would you say that the technical assistance provided by OFM is..) Accurate? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 487)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**161:**

**Q9CD**

(Would you say that the technical assistance provided by OFM is..) Unbiased? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 488)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**162:**

**Q9CE**

(Would you say that the technical assistance provided by OFM is..) Timely? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 489)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**163:**

**Q9CF**

(Would you say that the technical assistance provided by OFM is..) Complete? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 490)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**164:**

**Q9CG**

(Would you say that the technical assistance provided by OFM is..) In the format I prefer?  
(Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 491)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9



**165:**

**Q9CH**

(Would you say that the technical assistance provided by OFM is..) Credible? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 492)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**166:**

**Q9D**

On that same scale, how would you rate, OVERALL, the information you receive from all parts of OFM? (Would you say, 1, an extremely low rating, 7, an extremely high rating, or some number in between?)

( 1/ 493)

Extremely low rating .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Very high rating .....7  
Don't know/Refused .....8  
Not applicable .....9

**167:**

**XQ10**

OFM offers a variety of products and services. I'm going to ask you about specific products and services that you may use. For each, I'll ask you to rate its importance to you for doing your job. If you do not use it at all in your job, please just tell me so. Again, please use a 1-7 scale, with 1 meaning not at all important and 7 meaning extremely important.

The first is.....

( 1/ 494)

Continue .....1

**168:**

**Q10A**

How important to you are the products and services you receive from the Budget Division? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 495)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**169:**

**Q10B**

Thinking about the Statewide Accounting Consultants Group, how important to you is the consulting and technical support for accounting? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 496)

Not at all important.....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely important.....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

---

**170:**

**Q10C**

(Thinking about the Accounting Consultants Group,) How important to you is the administrative and accounting policies and procedures? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 497)

Not at all important.....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely important.....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

---

**171:**

**Q10D**

How important to you are the Personal Services Contracting services that OFM provides? (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 498)

Not at all important.....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Extremely important.....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

---

**172:**

**Q10E**

How important to you are the Population and Forecasting products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

( 1/ 499)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

---

**173:**

**XQ10G**

Thinking about The STATEWIDE FINANCIAL SYSTEMS GROUP, how important is it to you that the Financial Systems Group supports your agency in the following business areas?

The first is....

**Q10G**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support payment and the management of accounts payable. (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

( 1/ 501)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

---

**175:**

**Q10H**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support receipts and the management of accounts receivable (Would you say, 1: not at all important, 7: extremely important, or some number in between?)

( 1/ 502)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

---

**176:**

**Q10I**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support the preparation and submittal of budget requests and allotments. (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 503)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**177:**

**Q10J**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Systems that support time collection, labor distribution, and cost allocation.(Would you say, 1: not at all important, 7: extremely important or some number in between?)

( 1/ 504)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**178:**

**Q10K**

(How important is it to you that the Financial Systems Group supports your agency in the following business areas?) Information that supports financial management. (Would you say, 1: not at all important, 7: extremely important, or some number in between? )

( 1/ 505)

Not at all important.....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Extremely important.....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**179:**

**Q11**

Thinking of these same products and services, please tell me how satisfied you are with each. This time, 1 means not at all satisfied and 7 means completely satisfied.

( 1/ 506)

Continue .....1

**180:**

**Q11A**

How satisfied are you with the products and services you receive from the Budget Division? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 507)

Not at all satisfied .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Completely satisfied .....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

---

**181:**

**Q11A1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 508 - 510 - 512 - 514 - 516 - 518)

.....	
All Other Issues .....	01 O
Issues related to reports/information .....	05 N
Issues related to personnel or level of training/knowledge.....	10 N
Issues related to the process/systems used .....	15 N
Unclear;confused,out of date;overly complex.....	17 N
More/better communication.....	20 N
More responsiveness .....	25 N
More help .....	45 N
Don't know/Not sure .....	98 X
Refused.....	99 X

---

**182:**

**Q11A2**

Think back to how you would have rated the Budget Division a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 520)

Higher .....	1
Lower.....	2
About the same.....	3
Don't know/Not sure .....	4
Refused.....	5

183:

Q11A3

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What, specifically has the Budget Division staff done over the past year that has made you more satisfied?

( 1/ 521 - 523 - 525 - 527 - 529 - 531)

Other (specify).....	01	O
Internet system/informatiun/tools improvement .....	05	N
Communication improvements/clearer/more frequent.....	10	N
Improved personnel/personnel change/attitude change .....	11	N
Information sharing/more timely .....	12	N
Clearer/bett budget instruction.....	13	N
More accessibility/outreach to agencies .....	20	N
Consolidating reporting system.....	30	N
Budget developent system.....	35	N
Better explanation .....	40	N
Better training .....	45	N
Don't know/Not sure .....	98	X
Refused .....	99	X

184:

Q11B

Thinking about the Statewide Accounting Consultants Group, how satisfied are you with their consulting and technical support for accounting? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 533)

Not at all satisfied .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Completely satisfied .....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

185:

Q11B1

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to futher improve?

( 1/ 534 - 536 - 538 - 540 - 542 - 544)

Other specify .....	01	O
More interaction.....	05	N
Don't know/Not sure .....	98	X
Refused .....	99	X

**186:**

**Q11C**

How satisfied are you with the Accounting Consultants Group's policies and procedures regarding administrative and accounting issues? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 546)

Not at all satisfied .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Completely satisfied .....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

**187:**

**Q11C1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 547 - 549 - 551 - 553 - 555 - 557)

Other (specified) .....	01	O
More specific policies/procedures .....	10	N
More detailed information .....	15	N
Don't know/Not sure .....	98	X
Refused .....	99	X

**188:**

**Q11C2**

Think back to how you would have rated the Accounting Consultants Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 559)

Higher .....	1
Lower .....	2
About the same .....	3
Don't know/Not sure .....	4
Refused .....	5

**189:**

**Q11C3**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What, specifically has the Accounting Consultants staff done over the past year that has made you more satisfied?

( 1/ 560 - 562 - 564 - 566 - 568 - 570)

Other .....	01	O
Internet information/manual on-line/fund transfer .....	05	N
More knowledge/more information .....	07	N
Better/more timely communication .....	10	N
Training/cross training of staff .....	20	N
Streamline/simplified policies and procedure/direction .....	40	N
More accessible/more responsive .....	45	N
System improvements .....	50	N
Manual improvement .....	55	N
Don't know/Not sure .....	98	X
Refused .....	99	X

**190:**

**Q11D**

How satisfied are you with products and services received from the Personal Services Contracting Group, including the Guide to Personal Service Contracting? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 572)

Not at all satisfied .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Completely satisfied .....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**191:**

**Q11D1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 573 - 575 - 577 - 579 - 581 - 583)

Other.....01 O  
Information-consistency .....20 N  
Don't know/Not sure .....98 X  
Refused .....99 X

**192:**

**Q11D2**

Think back to how you would have rated the Personal Services Contracting Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 585)

Higher .....1  
Lower.....2  
About the same .....3  
Don't know/Not sure .....4  
Refused .....5

**193:**

**Q11D3**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What, specifically has the Personal Services Contracting staff done over the past year that has made you more satisfied?

( 1/ 586 - 588 - 590 - 592 - 594 - 596)

Other.....01 O  
Improved manual/systems/training.....12 N  
More responsive.....25 N  
Service orientation.....30 N  
Better directions/simplified.....40 N  
More accessible/helpful .....45 N  
.....  
Don't know/Not sure .....98 X  
Refused .....99 X

**194:**

**Q11E**

How satisfied are you with the Population and Forecasting Group products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of



Washington? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 598)

Not at all satisfied .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Completely satisfied .....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

---

---

**195:**

**Q11E1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 599 - 601 - 603 - 605 - 607 - 609)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused .....99 X

---

---

**196:**

**Q11E2**

Think back to how you would have rated the Population and Forecasting Group a year ago.  
Is your satisfaction today higher, lower, or about the same as 12 months ago?

( 1/ 611)

Higher .....1  
Lower .....2  
About the same .....3  
Don't know/Not sure .....4  
Refused .....5

---

---

**197:**

**Q11E3**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What, specifically has the Population and Forecasting staff done over the past year that has made you more satisfied?

( 1/ 612 - 614 - 616 - 618 - 620 - 622)

Other .....01 O  
Information more understandable/improved/currents .....20 N  
More responsible/helpful .....25 N  
Personnel change .....30 N  
Web access .....35 N  
Don't know/Not sure .....98 X  
Refused .....99 X

**198:**

**Q11G**

Thinking about the statewide Financial Systems Group, how satisfied are you with the way the Financial Systems Group meets your agency's business needs in payment and the management of accounts payable. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 624)

Not at all satisfied .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Completely satisfied .....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**199:**

**Q11G1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 625 - 627 - 629 - 631 - 633 - 635)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused .....99 X

**200:**

**Q11H**

How satisfied are you with the way the Financial Systems Group meets your agency's business needs in Systems that support receipts and the management of accounts receivable. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 637)

Not at all satisfied .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Completely satisfied .....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**201:**

**Q11H1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 638 - 640 - 642 - 644 - 646 - 648)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused .....99 X

**202:**

**Q11I**

How satisfied are you with (the way the Financial Systems Group meets your agency's business needs in) preparation and submittal of budget requests and allotments. (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 650)

Not at all satisfied .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Completely satisfied .....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**203:**

**Q11I1**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 651 - 653 - 655 - 657 - 659 - 661)

Other.....01 O  
Interact with the agencies .....05 N  
Redo/develop better systems/eliminate use of mainframe computer.....36 N  
Personnel improvements/training.....45 N  
Improve customer service .....55 N  
Don't know/Not sure .....98 X  
Refused.....99 X

**204:**

**Q11J**

How satisfied are you with (the way the Financial Systems Group meets your agency's business needs in) time collection, labor distribution, and cost allocation? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between? )

( 1/ 663)

Not at all satisfied .....1  
2 .....2  
3 .....3  
4 .....4  
5 .....5  
6 .....6  
Completely satisfied .....7  
Don't know/Refused .....8  
Do not use/Not applicable .....9

**205:**

**Q11J1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 664 - 666 - 668 - 670 - 672 - 674)

RECORD COMMENTS .....01 O  
Don't know/Not sure .....98 X  
Refused.....99 X

**206:**

**Q11K**

How satisfied are you with (the way the Financial Systems Group meets your agency's business needs in) information that supports financial management? (Would you say, 1: not at all satisfied, 7: completely satisfied, or some number in between?)

( 1/ 676)

Not at all satisfied .....	1
2 .....	2
3 .....	3
4 .....	4
5 .....	5
6 .....	6
Completely satisfied .....	7
Don't know/Refused .....	8
Do not use/Not applicable .....	9

---

**207:**

**Q11K1**

*PROBE AND CLARIFY PRESS ENTER TO CONTINUE*

What would you like to see them do more of, or less of, to further improve?

( 1/ 677 - 679 - 681 - 683 - 685 - 687)

RECORD COMMENTS .....	01	O
Don't know/Not sure .....	98	X
Refused .....	99	X

---

**208:**

**Q11K2**

Think back to how you would have rated the Statewide Financial Systems a year ago. Is your overall satisfaction today on these systems higher, lower or about the same as 12 months ago?

( 1/ 689)

Higher .....	1
Lower .....	2
About the same .....	3
Don't know/Not sure .....	4
Refused .....	5

---

**209:**

**Q11K3**

*PROBE AND CLARIFY. PRESS ENTER TO CONTINUE*

What, specifically has the Financial Systems staff done over the past year that has made you more satisfied?

( 1/ 690 - 692 - 694 - 696 - 698 - 700)

Other .....	01	O
Intranet/electronic availability of information .....	05	N
Personnel/training .....	20	N
Timely informatiive response .....	21	N
Friendly/helpful/responses .....	25	N
Website improvements .....	30	N
FASTRACK-specific mention .....	35	N
Better communication .....	40	N
Systems;changes/improvements/additions .....	50	N
Don't know/Not sure .....	98	X
Refused .....	99	X

---

**210:**

**FEWQ**

Now, I would like to ask you some questions about your agency, employment, and interaction with OFM. Your responses are used only for statistical classification of the data.

( 1/ 702)

Continue .....1 D

**211:**

**Q13**

First, what is your Agency or Organization?

( 1/ 703)

RECORD RESPONSE.....01 O  
Executive Cabinet Agency(Dept of...) .....02 N  
All other state agencies.....03 N  
City/town/municipality/county.....04 N  
All other.....05 N  
Don't know/not sure.....98 N  
Refused.....99

**212:**

**Q14**

*READ 1-97*

Which type of functional area are you in?

( 1/ 705 - 707 - 709)

Accounting.....01  
Budget.....02  
Planning/Community Development .....03 N  
Technical/Information systems .....04 N  
Research .....05 N  
Liaison Group.....06 N  
Independent consultant.....07 N  
Administrative-generally .....08 N  
Contracts/grants/purchasing .....09 N  
Financial-generally .....10 N  
Policy .....11 N  
Judicial.....12 N  
Director/deputy/execute management .....13 N  
Program-generally .....14 N  
Training .....15 N  
Capital/facilities/property management .....16 N  
Human resources.....17 N  
Audit.....18 N  
Communications/PR.....19 N  
All Other.....20 N  
Or, some other area? (SPECIFY) .....97 O  
.....  
Don't know/not sure.....98 X  
Refused.....99 X

**213:**

**Q15**

*READ 1-97 IF NEEDED*

How often do you have contact with OFM? IF NEEDED: By contact, I am including requesting information from OFM, providing information or data TO OFM, using OFM publications, or using OFM computerized financial systems such as AFRS.

( 1/ 711)

Daily.....01  
Weekly.....02  
Monthly.....03  
Quarterly.....04  
Bi-annually.....05  
Annually.....06  
Six times a year.....07 N  
Semi annually .....08 N  
Or something else? (SPECIFY) .....97 O  
-----  
Don't know / not sure .....98  
Refused.....99

**214:**

**Q16**

*READ 1-5*

When was your most recent contact with OFM? Was it in the . .

( 1/ 713)

Past week? .....1  
Past month?.....2  
Past 2 to 3 months?.....3  
Past 4 to 6 months?.....4  
Or in the past 7 to 12 months?.....5  
-----  
Don't know/Not sure .....6  
Refused.....9

**215:**

**Q19A**

How long have you been employed with the state?  
ENTER 00 IF LESS THAN 1 YEAR

( 1/ 714)

Less than one year.....00  
Refused.....99

**216:**

**Q19B**

*IF DON'T KNOW/NOT SURE, SAY: Just give me your best estimate*

What is the population of your local government?

( 1/ 716)

Don't know / not sure .....999999998  
Refused.....999999999

**217:**

**Q20**

How long have you worked in a position where you have contact with OFM?  
ENTER 00 IF LESS THAN 1 YEAR

( 1/ 725)

Less than one year.....00  
Refused.....99

**218:**

**Q21**

How long have you been employed in your current agency?  
ENTER 00 IF LESS THAN 1 YEAR

( 1/ 727)

Less than one year.....00  
Refused.....99

**219:**

**Q22**

**CLARIFY. PRESS ENTER TO CONTINUE**

I have these final questions: What one or two things, if any, has OFM done over the past two years that have been of help to you or your organization?

( 1/ 729 - 731 - 733 - 735 - 737 - 739)

All Other.....01 O  
Coordination,getting people to the table; help interface with legislature.....02 N  
Providing good/credible/unbiased/up to date information.....05 N  
Knowledge/expertise of personel in their specialties/leadership.....10 N  
Smooth fast direct processing of information.....15 N  
Policy directives.....20 N  
Accounting/AFRS/ADD support and information.....25 N  
Budget process/information/assistance/BASS system.....26 N  
Forecasting methods/formats.....27 N  
Manuals/written instructions/improvements.....30 N  
Training/seminars.....31 N  
FASTRACK-specific mention.....35 N  
Travel system-specific mention.....36 N  
Census informatin/training.....40 N  
Development of new sytems/technology.....45 N  
Population division.....50 N  
Personal service contacts.....55 N  
Payments/disbursements.....60 N  
Technical assistance.....65 N  
Consultants/consulting.....70 N  
Getting input from agencies.....75 N  
Intranet/internet/on-line information/web page.....80 N  
Change is being noticed/appreciation for soliciting feedback/Policy  
manual upgrade good/using multiple channels of communication.....85 N  
The "Ear"/other publications.....86 N  
Vision,leadership,forward thinking.....87 N  
They do nothing well.....96 N  
They off all we need/have done everything they can.....97 N  
Nothing in particular/don't know.....98 X  
Refused.....99 X

220:

Q23

**CLARIFY.**

If OFM could make ONE change that would make their products and services better, what would it be?

( 1/ 741)

Nothing / no changes needed.....	00	X
Customer service orientation/more,better,different .....	01	N
Promote/explain products and services .....	02	N
Communication improved internally-e.g.between upper management and analysts or between budget and accounting/solicit input .....	03	N
Communication improved externally-we're all one team approach with clients/phone calls answered by a person not automated,etc.....	04	N
Provide information that is updated, accurate,consistent,usable(user-friendly), with background detail .....	05	N
Timely responses .....	06	N
Realistic timeframes for workflow/give sufficient notice when request info from agencies .....	07	N
Computer systems/software,flexible,less trans.oriented,CAMS,wins,dev.new acc.models that inter, or make AFRS inter.(ext rep)inv other agencies, Wind .....	08	N
FASTRACK specific mention.....	30	N
Allotment system-specific mention .....	35	N
Use the Internet more .....	09	N
Policy directives-easy to understand, simplicity,customer involvement,more timely policy and procedures .....	10	N
Accounting-more staff,better trained.....	11	N
Accounting-address Federal Contracts and Grants in contractual terms, provide better payroll support.....	12	N
Budget-more staff, able to respond, become familiar with agency;simplify budget process .....	13	N
Help desk-more staff,etc .....	14	N
Forecasting-accurate census in 2000,less confusing forms, add some health insurance info, politics and economics,be sensitive to local data to OFM .....	15	N
Personal Services Contracting-need things quickly and some that OFM system cannot provide, more friendly .....	16	N
Manual/written instructions-OFM manual more readable,clear,better indices .....	17	N
Training- geographic accessibility,more specific(e.g.AFRS) .....	18	N
Reporting-improve format;simplify;on demand;easier to read.....	19	N
All other.....	20	N
More understanding/support/knowledge of agencies/programs and their unique needs.....	21	N
Simplify forms and paperwork .....	22	N
RECORD RESPONSE .....	97	O
Don't know .....	98	X
Refused.....	99	X

221:

Q24

Thank you. May we call you again before the end of the year if we do further research on the topic of OFM service satisfaction?

( 1/ 743)

Yes.....	1
No .....	2
Don't know/Refused .....	3



225:

INT01

*\$E*

That concludes my questions; thank you very much for your time and cooperation.

( 1/ 753)